



PRESS RELEASE

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Contact: Jonathan Fullerton
Rounds Market Manager
jonathan.fullerton@tcisoftware.com

TCI Software, Inc. Announces *Rounds Alerts*™

New real-time patient feedback feature will support Behavioral health and SDOH crisis intervention for healthcare providers

Southern Pines, NC August 1, 2022—TCI Software, Inc. announced today that it will deploy a new email ‘alert’ program as a feature of the company’s Rounds® software program.

Beginning October 15 Rounds healthcare software administrators will receive automatic email alerts when patient answers to certain questions in their Rounds surveys indicate a condition that may have been undetected during an appointment, such as a behavioral health crisis, physical abuse (SDOH), or substance abuse, says Tim Maroney, TCI Software President, and CEO. “Patient data is collected ‘in the moment’ of patient visits. Clinics get to choose the answers they want flagged for the Rounds Alerts.”

“We began working on the Rounds Alerts™ project last year after a doctor told us that our Rounds software may have saved an opioid addicted patient’s life,” Maroney adds. “The patient’s survey answers indicated a mental health crisis which was not apparent during his clinic appointment. The clinic’s survey administrator found the anomaly in the patient’s survey answers and was able to refer him out to psychiatric care.”

Patients are asked to take a 10-12 question Rounds survey before they leave the clinic following an appointment. Survey answers are saved in real-time and results are immediately available to clinic administrators. Rounds was initially designed to monitor patient satisfaction, quality of care and cost savings in healthcare clinic settings.

Rounds software has been used in over 175 clinic locations in 23 states and is the only healthcare software program that includes a built-in ROI Calculator™. That feature computes the cost savings healthcare providers realize from reduced patient ER visits and admissions as a consequence of clinic outcomes. Another exclusive Rounds reporting tool enables clinic administrators to compare their organization’s performance to other clinics that utilize the software.

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